

## Frequently Asked Questions

### Marketplace Eligibility

**Q: Who is eligible to use the PPE Marketplace?**

**A:** In order to be eligible, an organization must be a businesses or nonprofit organization registered to do business in Indiana with the Indiana Secretary of State; employ fewer than 150 associates; and be identified in the reopening plan as an entity that must use PPE as a condition of operating in order to comply with safe workplace requirements.

**Q: What if I don't have a business number from the Secretary of State's office (e.g. sole proprietors, federally-chartered institutions, etc.)?**

**A:** The Marketplace has been updated to allow sole proprietors to submit a request utilizing their Employer Identification Number (EIN) assigned by the Internal Revenue Service. Please click [here](#) to apply for an EIN online if you do not have one.

**Q: We have volunteers assisting in our office/facility. Do they count as employees?**

**A:** For the purposes of your PPE Marketplace order, organizations may include volunteers in its employee count.

**Q: Do local governments qualify?**

**A:** No. Local governments are encouraged to utilize federal funding distributed to Indiana counties, cities and towns from the Coronavirus Relief Fund to secure PPE and/or to reimburse COVID-19-related expenses, such as PPE purchases.

**Q: Do healthcare providers (e.g. physician's offices, dentists) qualify?**

**A:** The Indiana Small Business PPE Marketplace is not intended for healthcare providers. Healthcare providers are encouraged to check with their local health department if supplies are needed. Please note the PPE Marketplace is not able to offer medical-grade supplies or respirator masks.

**Q: If my business does not meet the eligibility requirements, how can I access or purchase available PPE for my employees?**

**A:** We encourage businesses to work together within their communities, regions or industries to secure PPE as it is generally more readily available and more cost efficient in large quantities.

### Marketplace Orders

**Q: How much does it cost for businesses to use?**

**A:** The state of Indiana is initially fulfilling orders at no charge. When that changes will depend on multiple factors; updates will be provided.

**Q: Are there any related terms or conditions for organizations utilizing the PPE Marketplace?**

**A:** Businesses and organizations participating in the Indiana Small Business PPE Marketplace are agreeing to comply with workplace safety guidelines outlined by the State of Indiana and the CDC. All businesses and nonprofit organizations should follow guidance and best practices on proper use and cleaning of PPE and avoid unnecessary stockpiling of PPE supplies. Businesses and nonprofit organizations are not permitted to resell supplies ordered from the Marketplace.

## INDIANA SMALL BUSINESS PPE MARKETPLACE

**Q: I'm having technical troubles with the online order form. How can I fix this and ensure my order is placed?**

**A:** The order application should work on a mobile device, but is best optimized for a desktop or laptop computer. If you are having trouble, please try ordering via a desktop or laptop computer and/or try a different browser version.

**Q: What is included in the PPE bundles?**

**A:** The bundles will include a combination of hand sanitizer (gallon bottles and 2oz bottles), face masks and face shields. The type and quantity of items will fluctuate based on current supplies and may vary depending on the number of employees within an organization. The current bundles available will be posted online.

**Q: Can I request a customized bundle (more of some supplies, less of others)?**

**A:** Due to the high demand and need to ship quickly, all orders are being bundled and prepared in bulk. At this time, the PPE Marketplace cannot fulfill specific requests or orders. If needed items are not reflected in the current bundles noted online, organizations are encouraged to continue checking the website to view the latest or updated bundles.

**Q: What do I do with supplies from my bundle that I don't need / won't use?**

**A:** Please donate unneeded supplies to a small business, nonprofit, restaurant, or hospital or healthcare provider in your area.

**Q: How often can I place orders on the PPE Marketplace?**

**A:** Businesses and nonprofit organizations are encouraged to utilize the Marketplace sparingly to ensure there are enough supplies for others across the state. In the future, we may be able to offer more availability, and those updates will be shared.

### Shipping + Receiving

**Q: Where will my order be shipped? Can I provide a different mailing address than what is listed on the order form?**

**A:** Orders will be shipped to the address provided on the PPE Marketplace order form and should match the business record(s) filed with the State of Indiana. If this address is a P.O. Box or if your business cannot accept mail at this time, please enter a valid mailing address to accept the shipment, and someone will reach out to you to validate your business address.

**Q: How soon will I receive my order?**

**A:** Shipments will be fulfilled and delivered weekly. You will receive a shipping notification and a UPS Tracking Number when your order is ready to go. Please note that orders may be delayed and that we can not guarantee an exact date of delivery. Businesses and nonprofit organizations are encouraged to first source and to continue sourcing their own PPE supplies.

**Q: Can I change my shipping address after my order is placed?**

**A:** Please make every attempt to enter the correct address without errors when placing your order. If your business address cannot accept mail at this time, please enter a valid mailing address to accept the shipment, and someone will reach out to you to validate your business address. If you need to make any changes to your shipping address after placing your order, please respond to the order confirmation email ([covidresponse@iedc.in.gov](mailto:covidresponse@iedc.in.gov)) and clarify the address correction. Updates may not be made after orders are shipped and are not guaranteed.

## INDIANA SMALL BUSINESS PPE MARKETPLACE

**Q: I requested my order before another business and they received confirmation and/or their order before I did. Why is this?**

**A:** Please understand that we are working to fulfill orders as quickly as possible to support businesses and nonprofit organizations across the state. Some orders may take longer to review and verify prior to shipping, while some orders may take longer to be delivered due to logistics and shipping. As noted, requestors may notice delays and should make every attempt to source their own PPE supplies in addition to any order placed through the Marketplace.

**Q: UPS wasn't able to deliver my package because our office was closed or because the package was damaged, what do I do?**

**A:** Please ensure you order a valid shipping address when placing your order and utilize the UPS Tracking Number to stay up to date on when your order will arrive. If UPS returned the package to the sender because they were not able to deliver it or because it was damaged, we will make every attempt to send a new order.

**Q: My order arrived, but the items were damaged - what now?**

**A:** During initial shipments, we saw some issues with the hand sanitizer leaking, and we have since made updates to label placement and packaging to help mitigate spills. If your order was damaged, we will make every attempt to send a new order.

### Other

**Q: I saw a business selling items they've received via the Indiana Small Business PPE Marketplace. How can I report that?**

**A:** Businesses and nonprofit organizations are not permitted to resell supplies ordered from the Marketplace. Please email [covidresponse@iedc.in.gov](mailto:covidresponse@iedc.in.gov) if you wish to report such activity.